

# Volunteering with Philly Food Rescue FAQs

## 🍏 *What are the volunteering opportunities with Philly Food Rescue?*

- There are many ways that one can get involved with Philly Food Rescue but please see more specific options detailed below:
  - a. Download our app and claim your first rescue!
  - b. Other ways to be a HERO
    1. Set-up a volunteer day for you and your group
    2. **Event/Outreach:** Volunteers can assist in hands-on event support (setup and breakdown, greeting guests, loading materials, etc.), or encourage others to volunteer and get involved with our program.
    3. **Administrative:** we can always use assistance in our office, from updating spreadsheets to sending thank you notes to our partners or making phone calls. If interested in a regular administrative volunteer opportunity, we can train you in a more specialized task and/or project.

## 🍏 *What is a “rescue” and what happens when I claim one?*

- A “rescue” is the process a volunteer will go through when they agree to save food from being thrown out or disposed. More specifically, it refers to the 7-step process that starts with the volunteer picking up excess food from the donor and ends with the volunteer arriving and dropping it off at the non-profit site for distribution.
- All open “rescues” are detailed on our app in the “one-time” and “weekly” tabs of the home page. When you are ready to volunteer you will click one of the green dots, view the rescue you are interested in, and then “claim it.” Once you are ready to start the rescue you will click on the three lines in the left-hand corner, then click on “My Rescues.” Under my “rescues” you should see the ones you have claimed and then click “start” when you are ready to receive all necessary information to complete the rescue including address, points of contacts, estimated amounts, time, etc. Please be aware that you can always go back to the “my rescues” page to “resume” your rescue if you leave the app for any reason!

## 🍏 *What is the difference between a “one-time” and “weekly” rescue?*

- **Weekly rescues** are pick-ups that are the same route (donor and non-profit partner) at the same time on the same day each week. We work to set-up as many weekly rescues as possible because it provides consistency for a non-profit partner, so their recipients can know when they can rely on the food.
  - If you claim a weekly rescue as a volunteer, **you can always request a sub for a weekly rescue if something comes up and you aren’t able to complete the rescue that week.**
  - If you would like to claim something in advance, but don’t want to be responsible for doing it weekly, then reach out to our team and we can assign you the *specific* rescue and day that you want.
- **One-time rescues** are either “weekly rescues” that haven’t been claimed ahead of time or donations from donors who don’t have consistent donations. These donors can’t anticipate when they will have excess food and reach out to our team same day as pick-up to request a volunteer be sent to save the food from being thrown out.

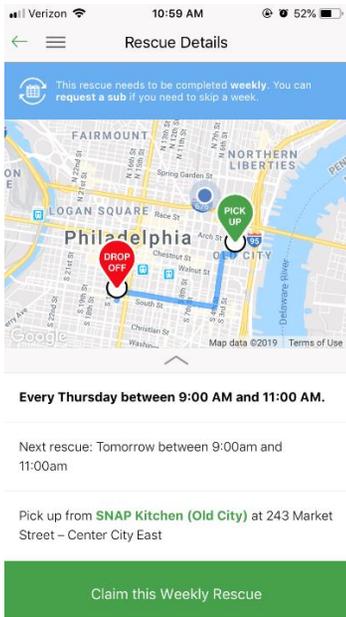
## 🍏 *When and where do most rescues occur?*

- We have rescues 7 days a week and throughout the day
- We currently work in Philadelphia, South Jersey, Montgomery, Chester, and Delaware county. We are always expanding so be sure to **keep your notifications on to be sure you receive updates of open rescues and new rescues.**

## 🍏 *What if I don’t own a car?*

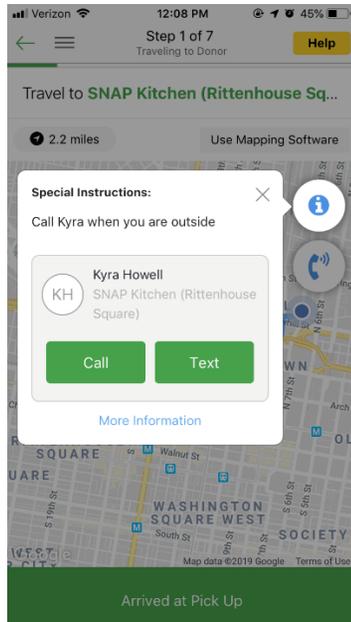
- We work with many walkers and bikers at Philly Food Rescue! If you are interested in getting involved as a walker or biker, reach out to our team and let us know. We can work with the donor, non-profit partner, and route to be sure it will fit your mode of transportation.

## Claim your Rescue!



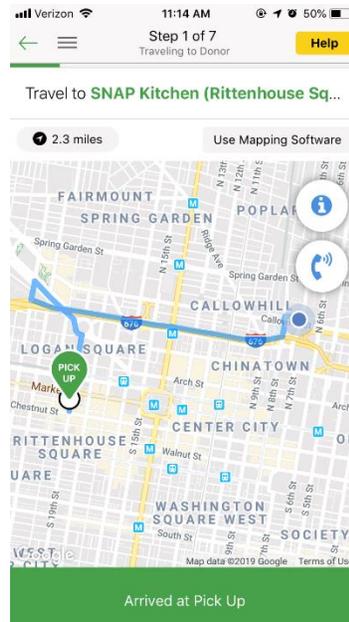
## Step 3

## Step 1.1



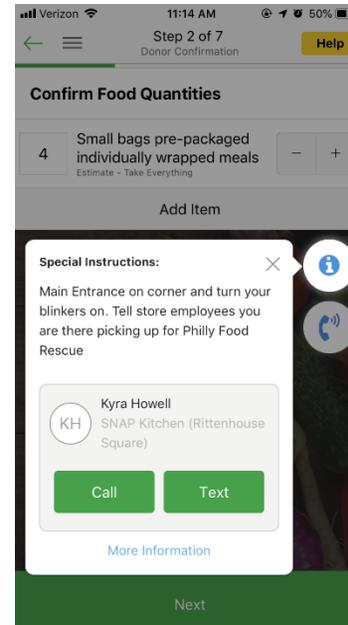
## Step 4

## Step 1.2



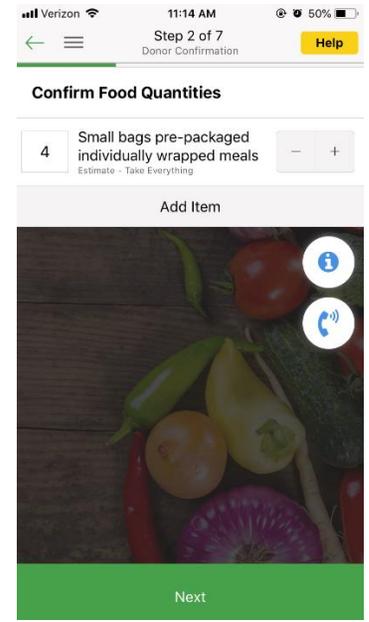
## Step 5

## Step 2.1



## Step 6

## Step 2.2



## Complete!

Verizon 11:14 AM 50%

Step 3 of 7  
Spread the Word **Help**

**Thank you #FoodRescueHero!**

Thank you for going on this mission! Heroes like you make this work possible. Help us build the movement and spread the word about food rescue. Please take photo or a selfie and share by posting on Facebook, Twitter, and Instagram! Tag us @phillyfoodrescue ❤️



Next

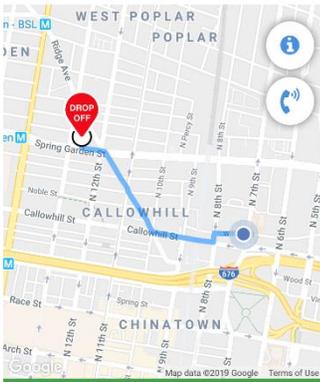
No, thank you

Verizon 11:14 AM 50%

Step 4 of 7  
Traveling to Nonprofit **Help**

Travel to **Bebashi**

1.6 miles Use Mapping Software



Arrived at Drop off

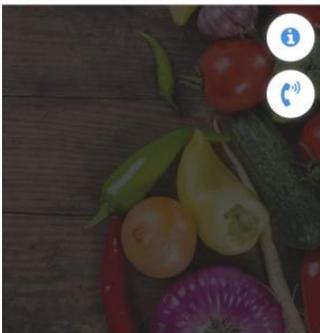
Verizon 12:09 PM 44%

Step 5 of 7  
Nonprofit Confirmation **Help**

**Bebashi**

FOOD TO BE DROPPED OFF

4 Small bags pre-packaged individual...



Next

Verizon 11:14 AM 50%

Step 6 of 7  
Signature **Help**

Please Input Receiver Name

Your name

Receiver Signature

Clear

No one is available to sign.

Finish

Verizon 11:17 AM 49%

Finished!



**Congratulations #FoodRescueHero!**

You've completed the **SNAP Kitchen (Rittenhouse Square)** rescue!

Thank you for helping to end food waste and hunger!

Close